The Commonwealth of Massachusetts

MassHR
Delivering HR Services That Matter

ESC Service Charter Scorecard

July 12, 2015 – August 8, 2015

MassHR
EMPLOYEE SERVICE CENTER

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Service Delivery Overview
July 12, 2015 – August 08, 2015

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Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,474

Total calls received: 5,511

Average Call Wait Time: 00:59

Total email requests received: 617

Total FAX requests received: 129

Number of Transactions processed by ESC: 7,465

Total outbound contacts: 1,922

Total tickets opened: 5,090

Total tickets closed within 3 days: 5,013

Total tickets remain open beyond 3 days: 77

% tickets remain open beyond 3 days: 1.51%

% of Employees served by the ESC: 13.96%

Staffing

Area	Staffing as of 8/08/2015	Staffing as of 7/11/2015
Customer Service/Intake	5	5
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	24	24

Activities

o 8/5 – Phone outage
  • 10:50am – 11:20pm

Source: ESC Avaya CMS & Footprints Reports, data from 07/12/2015 – 08/08/2015.
*Not**e: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).
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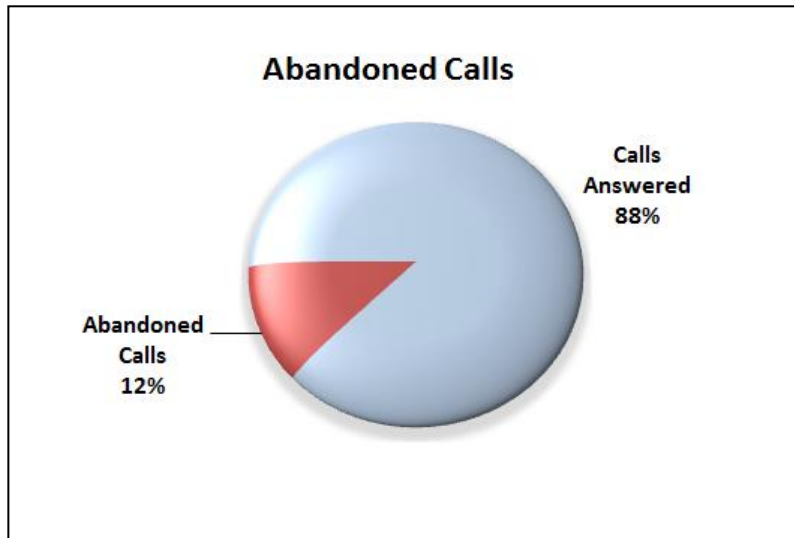
SLA Targets and Actual Performance

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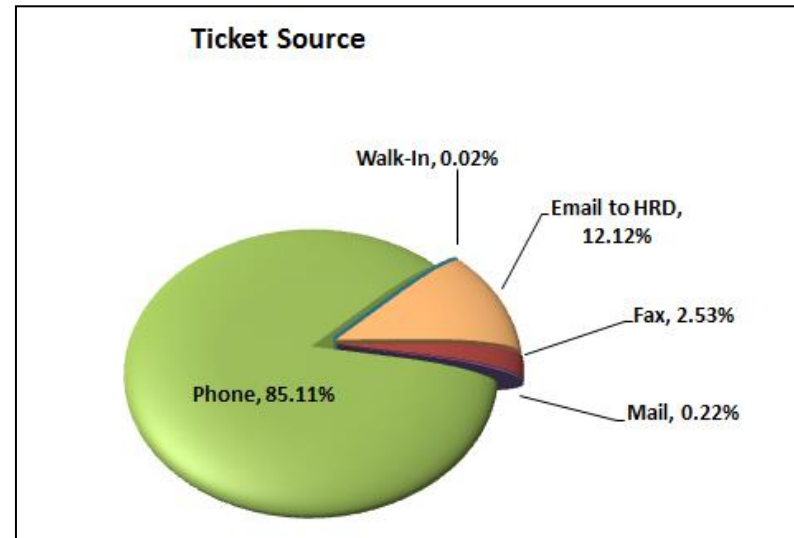| Metric	Target	Current Period Performance 07/12/15 – 08/08/15	Previous Period Performance 05/31/15 – 07/11/15	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:59 seconds	0:51 seconds	⬇
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.86%	97.88%	⬆
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	95.1% within 1 Day and 97.4% within 3 Days	94.2% within 1 Day and 97.7% within 3 Days	⬆
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	94% rated good to excellent (0.120% response rate)	89% rated good to excellent (0.184% response rate)	⬆
Percent of notification runs executed to completion: • All: Reminder Report Time • Employees: Unreported time - 1st & 2nd notice • Approvers: Unapproved reported time - 1st & 2nd notice • Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice • Failsafe outreach to Agy. HR/PY and signatories • Failsafe outreach to CTR and CHRO	95%	100%	100%	=
Secretariat ad hoc reports produced within established timeframes: • Simple*: 3 business days • Complex*: 7 business days	90%	100%	100%	=
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	=

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Inbound Call Data

SLA Metric	Target Level	Current Period 07/12/15 to 08/08/15	Previous Period 05/31/15 to 07/11/15	July 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:59 seconds	0:51 seconds	0:25 seconds

Abandoned Calls

Calls Answered 88%

Abandoned Calls 12%

Total = 5,511 calls

Ticket Source

Walk-In, 0.02%

Email to HRD, 12.12%

Fax, 2.53%

Phone, 85.11%

Mail, 0.22%

Total = 5,090 Tickets

Source: ESC Footprints & Avaya data from 07/12/2015 – 08/08/2015.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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Inbound Call Data

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Wait Time, Call Volumes, & Abandonment Rates

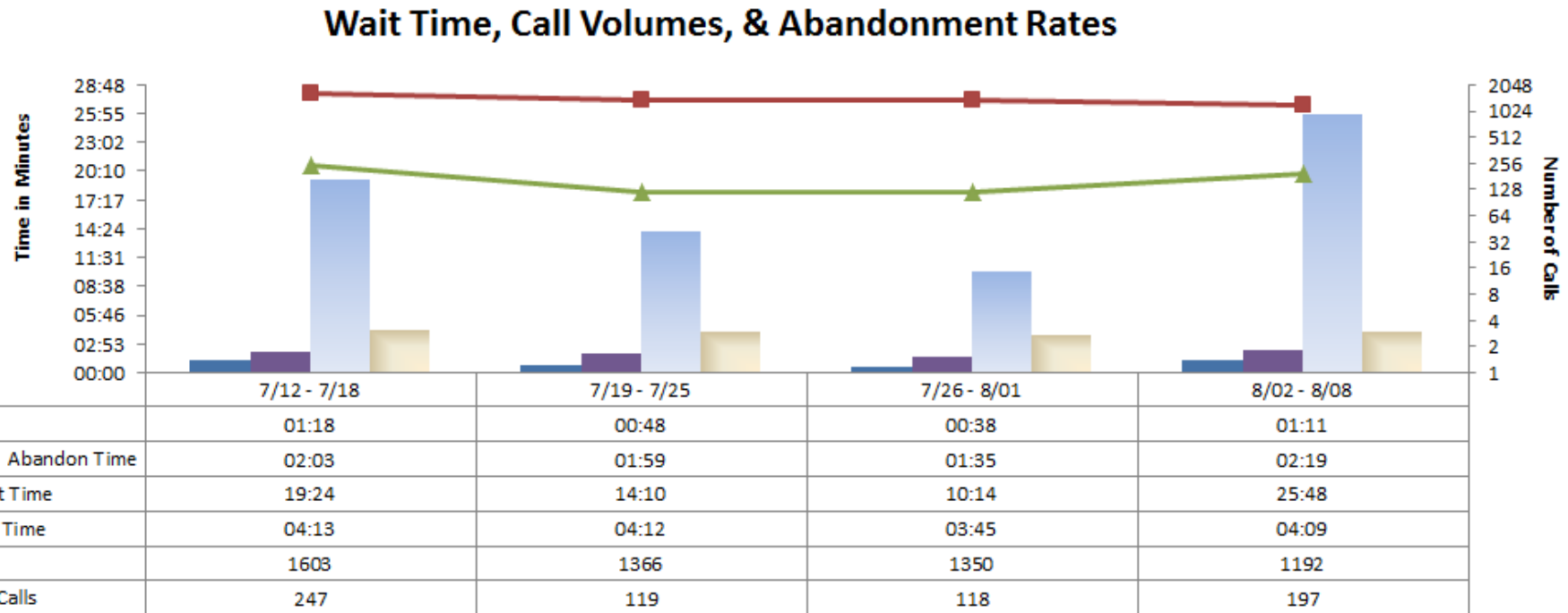|	7/12 - 7/18	7/19 - 7/25	7/26 - 8/01	8/02 - 8/08
Wait Time	01:18	00:48	00:38	01:11
Average Call Abandon Time	02:03	01:59	01:35	02:19
Longest Wait Time	19:24	14:10	10:14	25:48
Average Call Time	04:13	04:12	03:45	04:09
Call Volume	1603	1366	1350	1192
Abandoned Calls	247	119	118	197

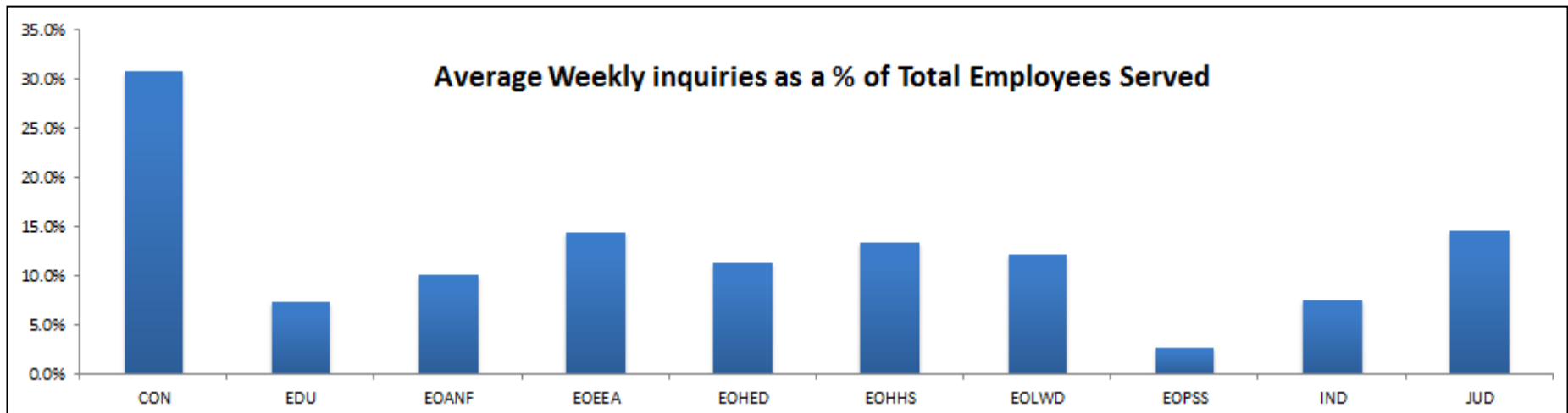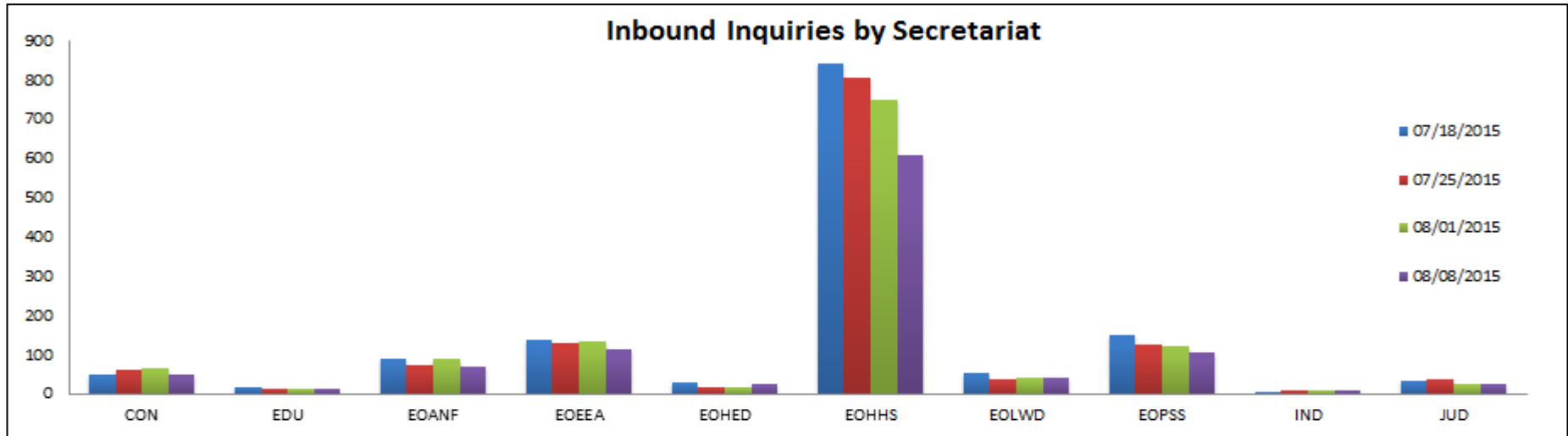**Source:** ESC Footprints & Avaya data from 07/12/2015 – 08/08/2015.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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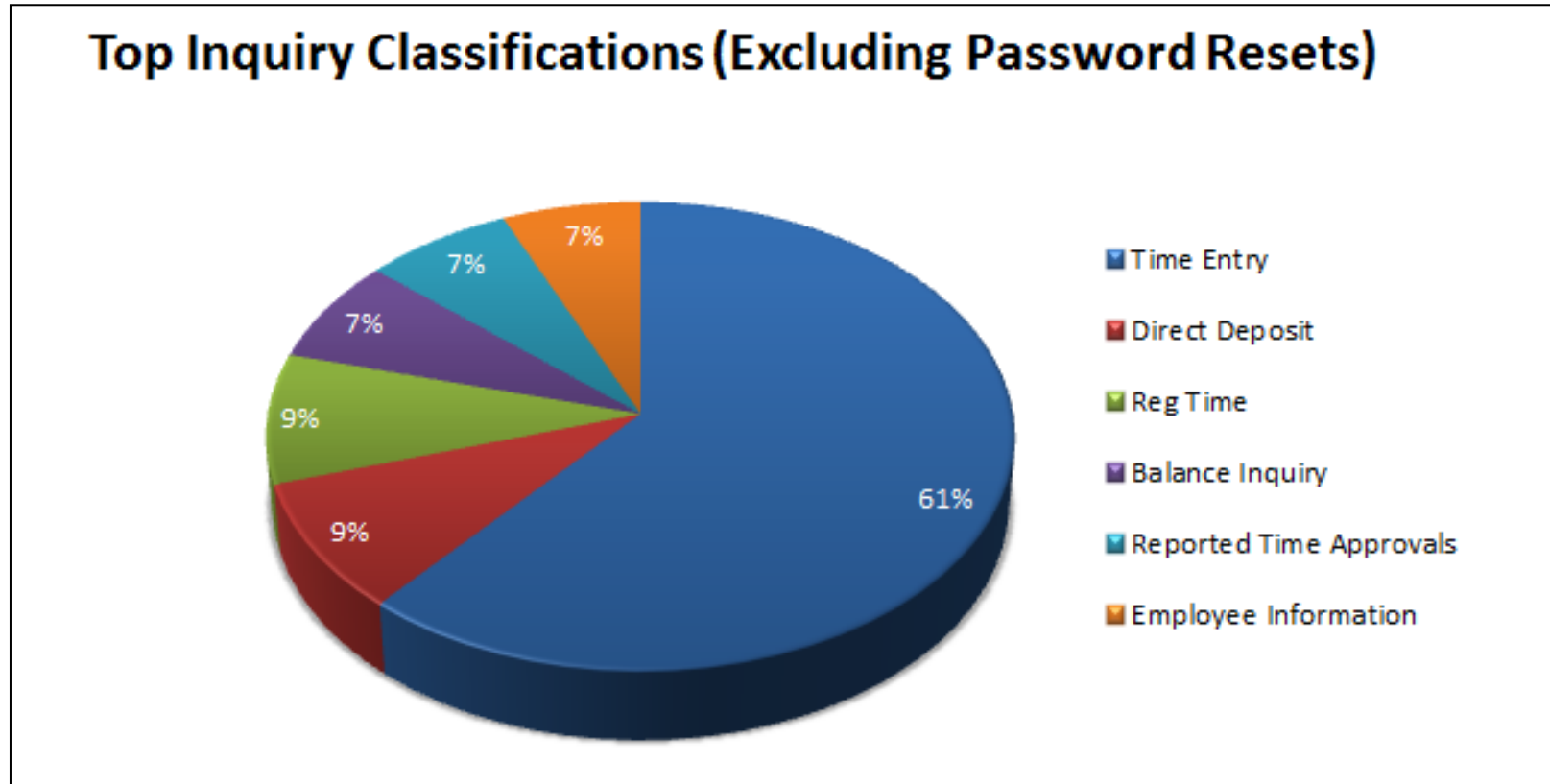
Inbound Inquiries by Secretariat

- EOHHS agencies represent the largest volume of inquiries to the ESC.
- CON EOEEA and JUD represent the highest volume as a percent of employees served.

Inbound Inquiries by Secretariat

Legend: 07/18/2015, 07/25/2015, 08/01/2015, 08/08/2015

Average Weekly inquiries as a % of Total Employees Served

Source: ESC Footprints data from 07/12/2015 – 08/08/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

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Type of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

- Time Entry — 61%
- Direct Deposit — 9%
- Reg Time — 9%
- Balance Inquiry — 7%
- Reported Time Approvals — 7%
- Employee Information — 7%

Source: ESC Footprints data from 07/12/2015 – 08/08/2015.

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ePay/eProfile Transactions

Total ePay/eProfile Inquiries

Direct Deposit · Employee Information · M-4 State · Pay Advice · W-2 · W-4 Federal

Total ePay/eProfile Updates

Direct Deposit · Employee Information · M-4 State · W-4 Federal

Source: ESC Footprints data from 07/12/2015 – 08/08/2015.

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ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat

Legend: ■ Inquires ■ Updates

X-axis categories: CON, EDU, EOANF, EOEEA, EOHED, EOHHS, EOLWD, EOPSS, JUD, IND

Source: ESC Footprints data from 07/12/2015 – 08/08/2015.

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Direct Deposit-Prenote Outreach
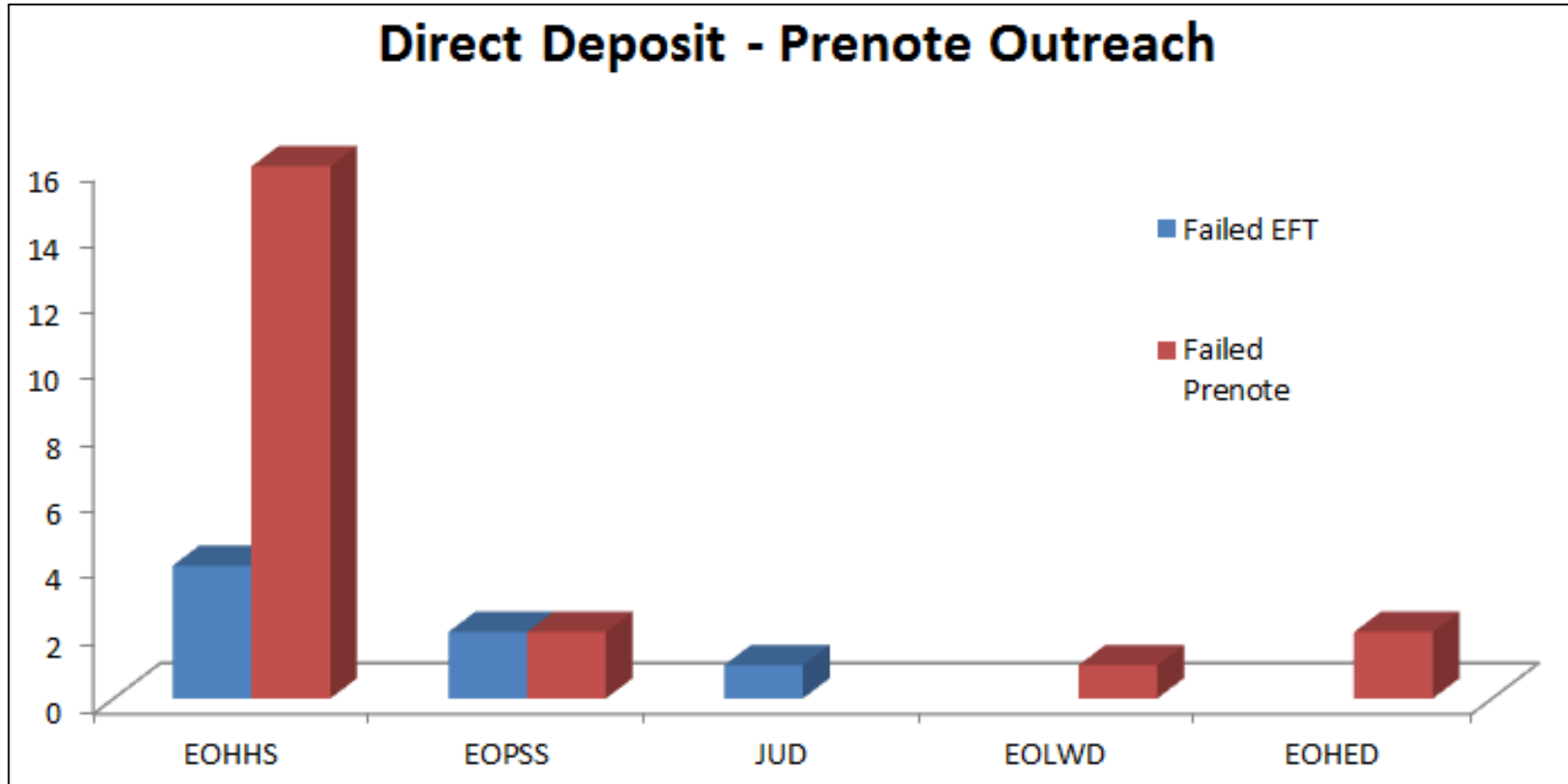
Case Resolution Time

SLA Metric	Target	Current Period 07/12/15 – 08/08/15	Previous Period 05/31/15 – 07/11/15	Previous Year July 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.86%	97.88%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	95.1% within 1 Day 97.4% within 3 Days	94.2% within 1 Day 97.7% within 3 Days	95.0% within 1 day 86.3% within 3 days

Source: ESC Footprints data from 07/12/2015 – 08/08/2015.

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Customer Satisfaction Survey Results

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SLA Metric	Target	Current Period (07/12/2015 – 08/08/2015)	Previous Period (05/31/2015 – 07/11/2015)	July 2014
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	94% rated good to excellent (0.120% response rate)	89% rated good to excellent (0.184% response rate)	91% rated good to excellent (0.08% response rate)

How would you rate the quality of service you received from the Employee Service Center?
Good, 5% Fair, 3% Poor, 3%
Very Good, 9%
Excellent, 80%

How likely would you be to recommend the Employee Service Center to a colleague?
Likely to recommend, 9%
Unlikely to recommend, 2%
Would not recommend, 2%
Very likely to recommend, 88%
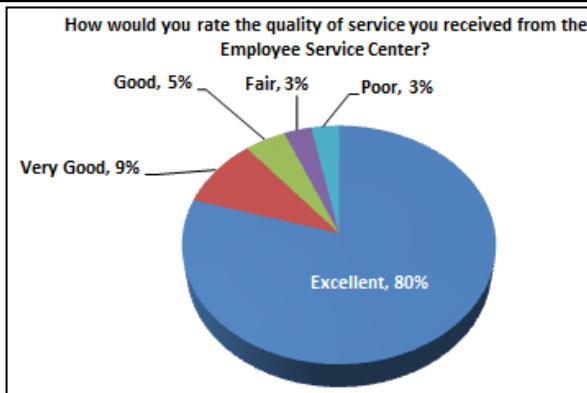
Selected Monthly Comments:

- "It could not have been clearer or faster; we were done in less than 5 minutes."

- "The person who helped me was very courteous and pleasant, not to mention helpful!"

- "I was very pleased with the customer service I received, very courteous representative, knowledgeable and an asset to the Commonwealth."

- "Nothing to add. It was excellent"

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 07/12/2015 – 08/08/2015.

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Outbound Contact Percentages

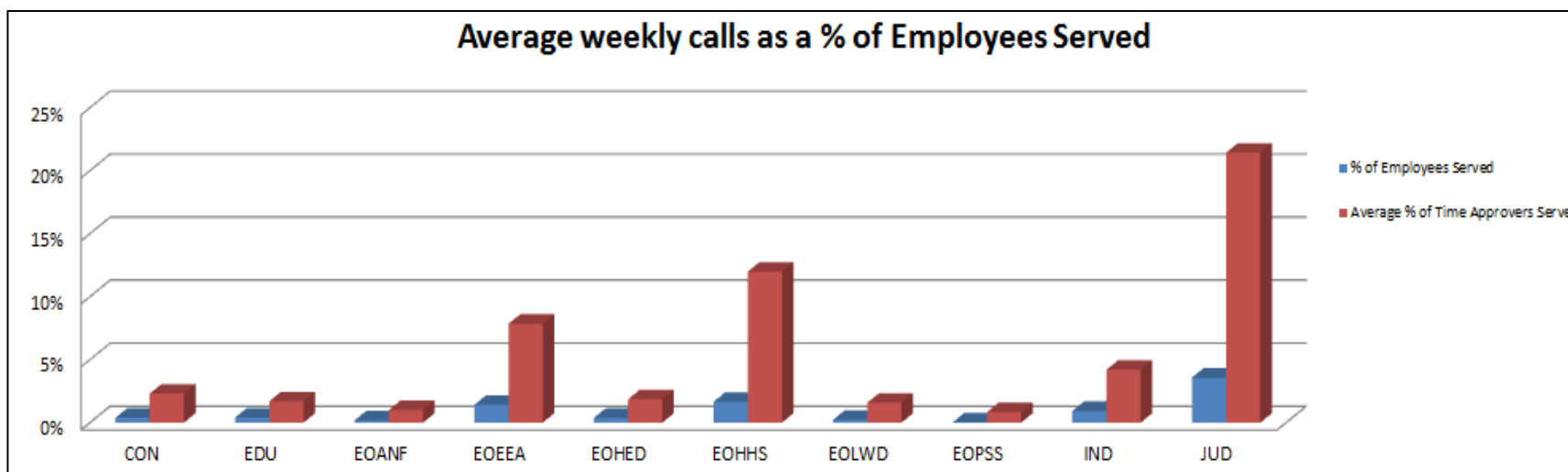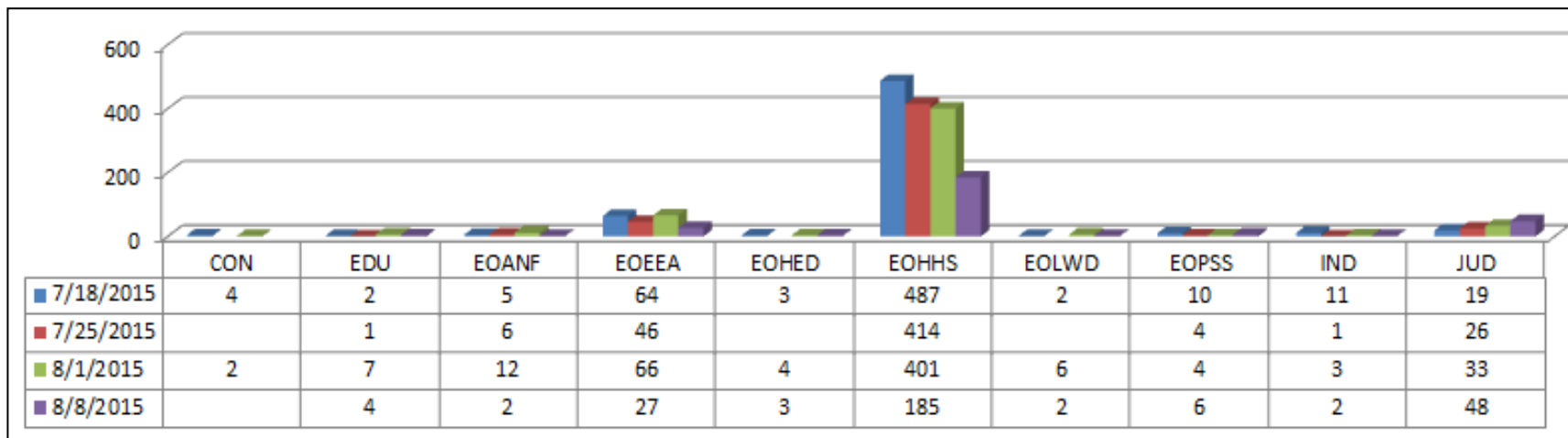| SLA Metric	Target	Current Period (07/11/15 – 08/08/15)	Previous Period (05/31/15 – 07/11/15)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	73.08%	68.37%

Top Exceptions - Pay Period 2

Top Exceptions - Pay Period 1
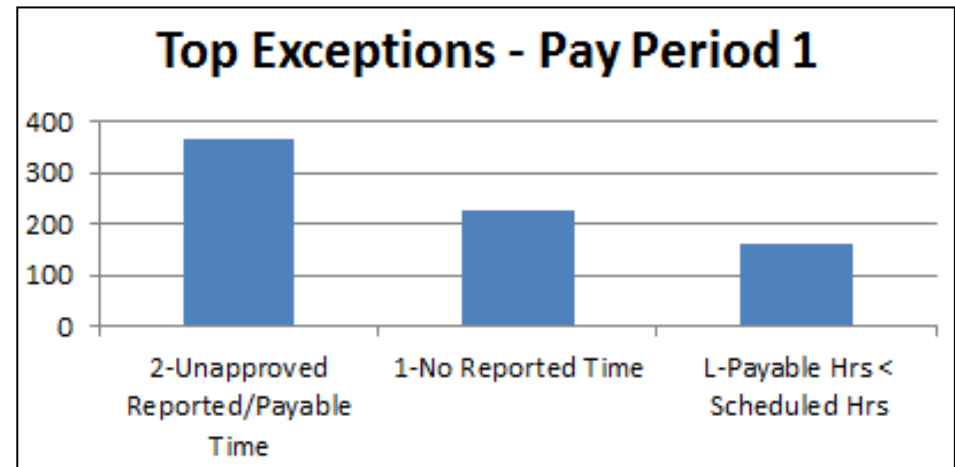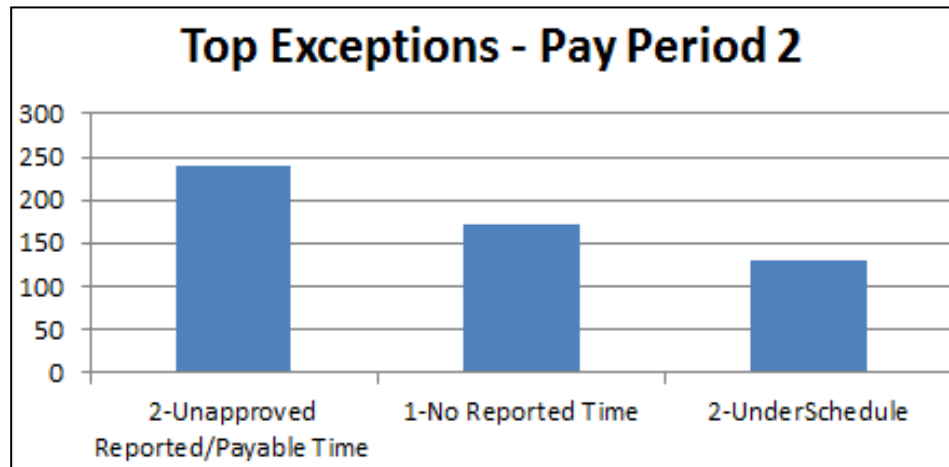
Source: ESC data from 07/12/2015 – 08/08/2015.

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Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continues to represent the largest volume of outbound calls from the ESC.

	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
7/18/2015	4	2	5	64	3	487	2	10	11	19
7/25/2015		1	6	46		414		4	1	26
8/1/2015	2	7	12	66	4	401	6	4	3	33
8/8/2015		4	2	27	3	185	2	6	2	48

Average weekly calls as a % of Employees Served

Legend: ■ % of Employees Served ■ Average % of Time Approvers Served

Source: : ESC Exception Management System data from 07/12/2015 – 08/08/2015.
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

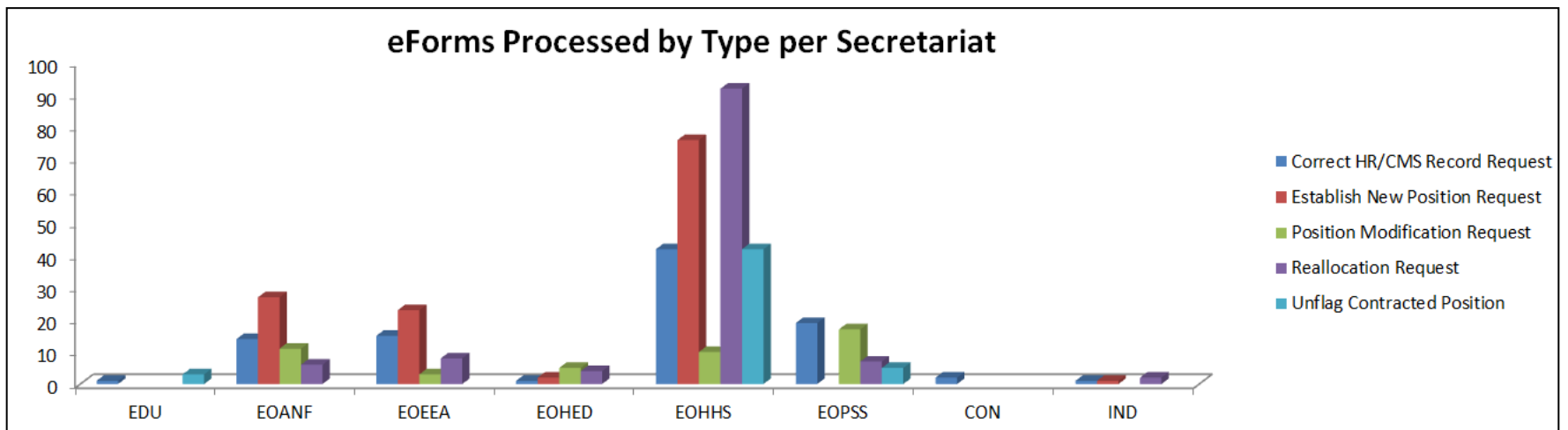The Commonwealth of Massachusetts

Position Management

Total number of eForms processed by ESC: 439
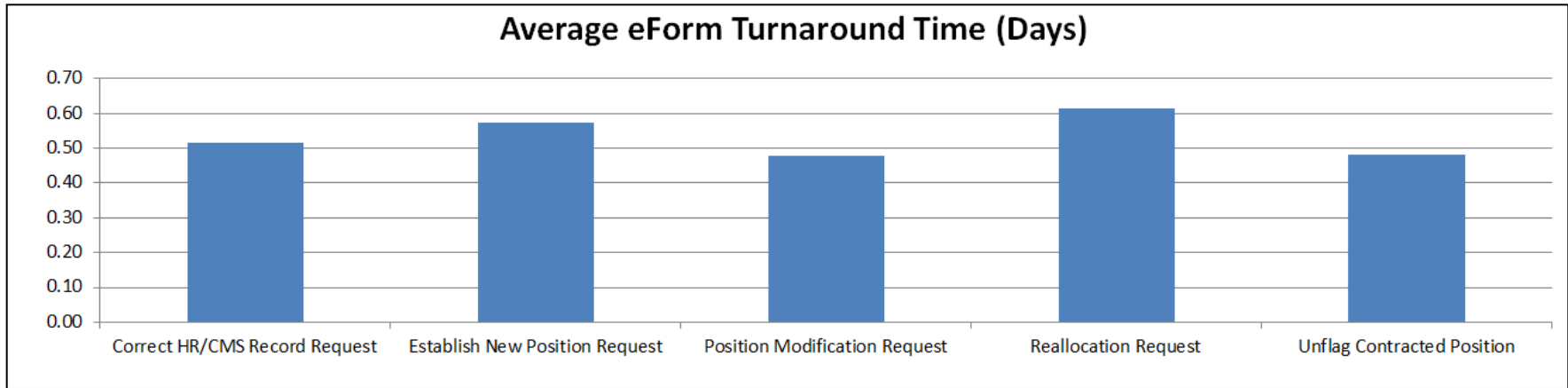
Increase in EOHHS Reallocation Requests.

Unflag Contract Position Requests are dependent on ANF Platform Approval

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Review Schedule
Service Charter Scorecard

Service Month*		Report Available
Start Date	**End Date**	**Report Available**
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	6/17/2015
5/31/2015	7/11/2015	7/29/2015
7/12/2015	8/8/2015	8/26/2015
8/9/2015	9/5/2015	9/23/2015
9/6/2015	10/3/2015	10/21/2015
10/4/2015	10/31/2015	11/18/2015
11/1/2015	11/28/2015	12/26/2015
11/29/2015	12/26/2015	1/13/2016
12/27/2015	1/23/2016	2/10/2016
1/24/2016	3/5/2016	3/23/2016

*Note: "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

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Appendix: Agencies Served

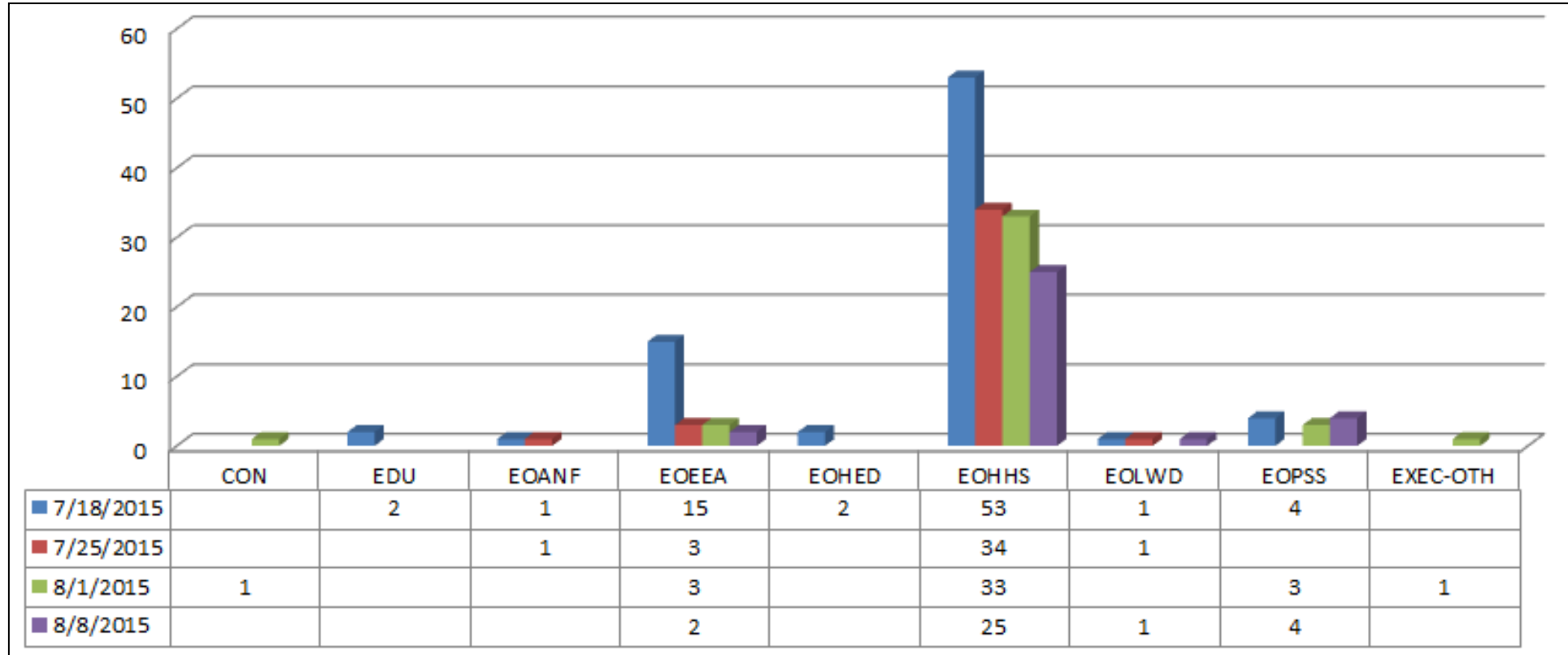| Agencies Served	Employees	Agenceis Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	148	MCB-Mass Commission For The Blind	161
AGR-Department Of Agricultural Resources	103	DOR-Department of Revenue	1563	MCD-Commission For The Deaf And Hard of Hearing	49
ALA-Administrative Law Appeals Division	36	DOS-Division Of Standards	19	MGC-Massachusetts Gaming Commission	94
ANF-Eo Administration & Finance	289	DPH-Department Of Public Health	3031	MIL-Massachusetts National Guard	9509
APC-Appeals Court	112	DPS-Department Of Public Safety	167	MMP-Massachusetts Marketing Partnership	16
ART-Mass Cultural Council	26	DPU-Department Of Public Utilities	157	MRC-Mass Rehabilitation Commission	951
ATB-Appellate Tax Board	21	DSS-Department Of Children And Families	3515	OCD-Dept Of Housing And Community	275
BLC-Board of Library Comissioners	24	DYS-Department Of Youth Services	861	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	13	EDU-Executive Office Of Education	87	ORI-Office For Refugees And Immigrants	18
CAD-Commission Against Discrimination	69	EEC-Department Of Early Education	187	OSC-Office Of The Comptroller	137
CDA-Massachusetts Emergency Management Agency	97	EED-Executive Office Of Housing & Economic Development	56	OSD-Division Of Operational Services	110
CHE-Soldiers' Home In Massachusetts	339	EHS-Executive Office of Health and Human Services	1573	PAR-Parole Board	195
CHS-Department of Criminal Justice Information Systems	40	ELD-Department Of Elder Affairs	54	POL-State Police	2508
CJT-Criminal Justice Training Council	483	ENE-Department Of Energy Resources	57	REG-Division Of Professional Licensure	112
CME-Chief Medical Examiner	83	ENV-Executive Office Of Energy and Environmental Affairs	292	RGT-Department Of Higher Education	71
CPC-Committee for Public Counsel Services	767	EOL-Executive Office Of Workforce Development	1419	SCA-Office Of Consumer Affairs And Business Regulations	28
CSC-Civil Service Commission	8	EPS-Executive Office Of Public Safety and Security	194	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	688	SEA-Department Of Business And Technology	14
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	321	SOR-Sex Offender Registry	45
DCP-Capital Asset Management And Maintenance	432	GIC-Group Insurance Commission	55	SRB-State Reclamation Board	160
DCR-Department Conservation And Recreation	1793	HCF-Health Care Finance & Policy	160	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	650	HLY-Soldiers' Home In Holyoke	368	TRB-Teachers Retirement Board	92
DMH-Department of Mental Health	3406	HPC-Health Policy Commission	65	TRE-Office Of The State Treasurer	234
DMR-Health and Human Services	6524	HRD-Human Resources Division	147	VET-Department Of Veterans Service	70
DOB-Division Of Banks	175	ITD-Information Techology Division	332	VWA-Victim And Witness Assistance	17
DOC-Department of Corrections	5113	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1479
DOE-Department Of Elementary & Secondary Education	504	LOT-Lottery And Gaming Commission	406	Grand Total:	53474

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Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

CAD - Commission Against Discrimination	CSC – Civil Service Commission
LIB – George Fingold Library	

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Tickets Forwarded to Agency HR/ Payroll

	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	EXEC-OTH
7/18/2015		2	1	15	2	53	1	4	
7/25/2015			1	3		34	1		
8/1/2015	1			3		33		3	1
8/8/2015				2		25	1	4	

Education Secretariat Agencies

Number of Tickets by Agency

	DOE	EDU	EEC	RGT
07/18/2015	8	3	5	2
07/25/2015	5	1	6	2
08/01/2015	4	2	6	2
08/08/2015	3	5	4	4

Inquiry Classifications

Balance Inquiry	Employee Information	HR/CMS Data Setup & Badges	HR/CMS Password Resets	Time Entry	Training & Navigation
2	2	4	46	3	2

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EOANF Secretariat Agencies

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Number of Tickets by Agency

	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	OHA	OSD	TRB
07/18/2015		2				34	36	3	4	5			3	2
07/25/2015		1	4	1	2	27	26	2	1	1	1	1	5	3
08/01/2015	1	1	5		1	38	36	3		2	1	1	3	
08/08/2015		1	2		2	32	25		1	5			1	2

Inquiry Classifications

Direct Deposit	HR/CMS Password Resets	Reg Time	Time Entry
10	149	10	85

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EOEEA Secretariat Agencies

Number of Tickets by Agency

	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
07/18/2015	2	80	8	1	12	18	17	1
07/25/2015	1	76	8	2	7	11	19	5
08/01/2015	2	94	6	1	7	12	9	3
08/08/2015	2	71	7		12	10	9	5

Inquiry Classifications

Balance Inquiry	HR/CMS Password Resets	Reported Time Approvals	Time Entry
16	168	15	233

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EOHED Secretariat Agencies

Number of Tickets by Agency

	DOB	DOI	DOS	EED	MMP	OCD	REG	SCA	SEA	TAC
07/18/2015	8	4	1		2	8	4	2	1	2
07/25/2015	4	5	1	1		5	1	1		
08/01/2015	7	4	1			5	2			1
08/08/2015	4	5	1			6	10	2		

Inquiry Classifications

HR/CMS Password Resets	Reported Time Approvals	Time Entry	Create ACES Forms/Accounts
66	5	4	5

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EOHHS Secretariat Agencies

Number of Tickets by Agency

	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
07/18/2015	5	257	103	110	114	29	64	1	17	16	5	29		2	90
07/25/2015	8	286	96	87	94	35	48		29	15	1	28		4	75
08/01/2015	4	228	106	90	96	29	58	2	12	13	3	32		2	77
08/08/2015	8	192	75	66	83	23	34	1	7	15		28	2	7	67

Inquiry Classifications

Balance Inquiry	HR/CMS Password Resets	Reg Time	Time Entry
113	1143	143	761

EOLWD Secretariat

Number of Tickets by Agency

	EOL
■ 07/18/2015	54
■ 07/25/2015	37
■ 08/01/2015	41
■ 08/08/2015	41

Inquiry Classifications

Balance Inquiry	HR/CMS Password Resets	Reg Time	Time Entry
8	110	10	9

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EOPSS Secretariat Agencies

Number of Tickets by Agency

	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
07/18/2015	2		1	2	7	78	2	10	27	5	16	2
07/25/2015	5			4	6	65		5	27	5	8	1
08/01/2015	2			1	10	59	1	6	26	2	17	
08/08/2015	1	1		1	4	59	1	5	21	3	8	3

Inquiry Classifications

Direct Deposit	Employee Information	HR/CMS Password Resets	Time Entry
55	35	251	85

JUD Agencies

Number of Tickets by Agency

	APC	CPC
07/18/2015		36
07/25/2015	3	36
08/01/2015	2	25
08/08/2015	3	24

Inquiry Classifications

Deadlines/Notifications	HR/CMS Password Resets	Reg Time	Time Entry	Training & Navigation
4	91	4	11	4

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CON Agencies

Number of Tickets by Agency

	LOT	MGC	TRE	VWA
07/18/2015	44	1	7	
07/25/2015	51	2	9	1
08/01/2015	55	1	9	1
08/08/2015	42		9	

Inquiry Classifications

Balance Inquiry: 3
HR/CMS Password Resets: 67
Reg Time: 5
Reported Time Approvals: 3
Time Entry: 141
Training & Navigation: 3

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ART Tickets and Classification

There were no requests the week of 7/18 or 8/8

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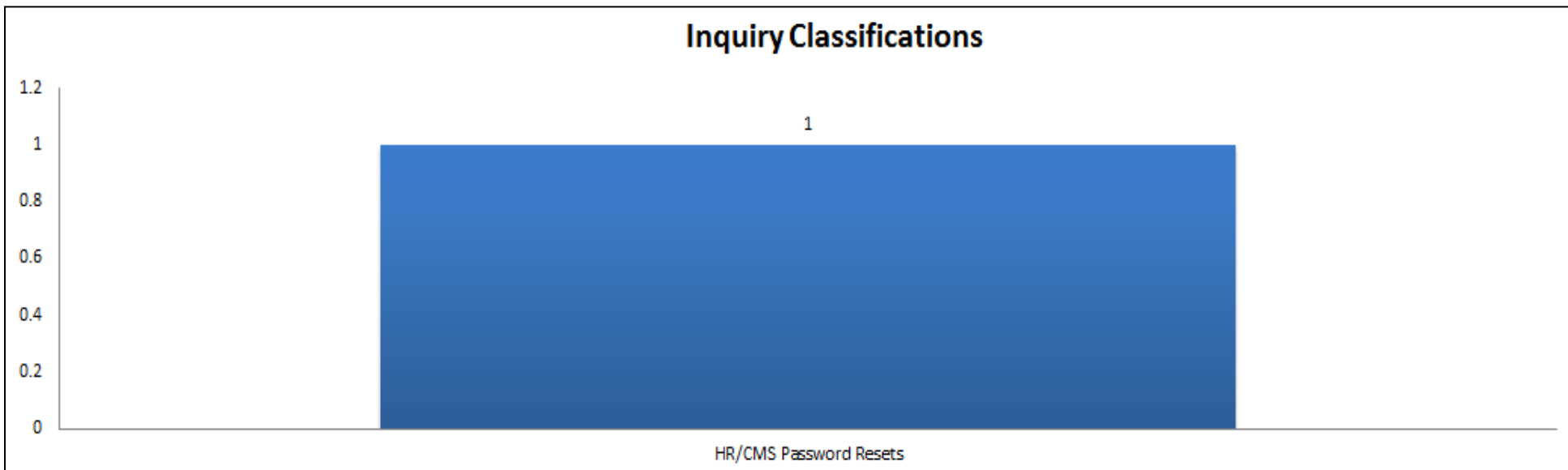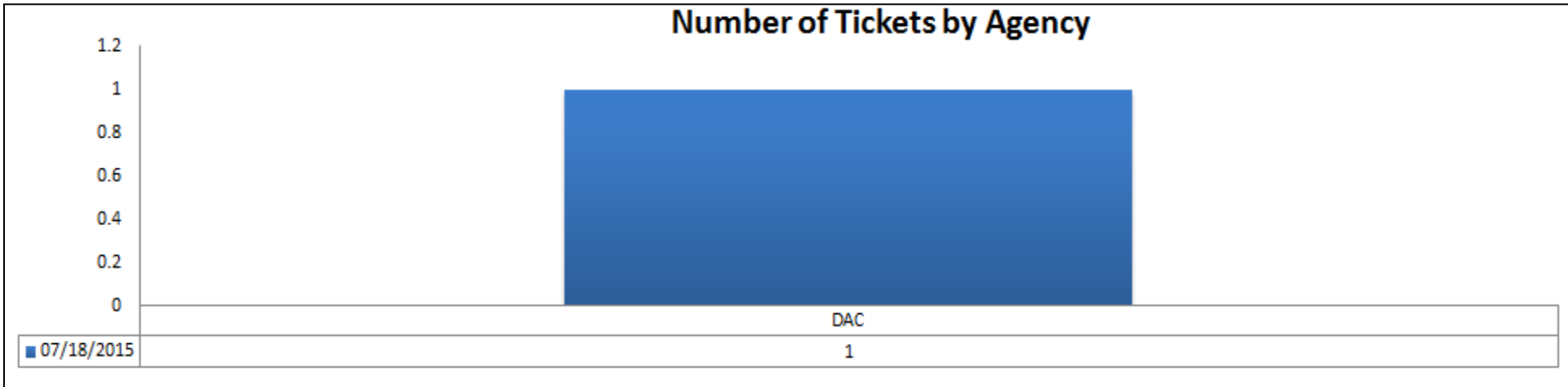
BLC Tickets and Classification

Number of Tickets by Agency

	BLC
08/01/2015	1

There were no requests the week of 7/18, 7/25, or 8/8

Inquiry Classifications

HR/CMS Technical Issues: 1

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CSW Tickets and Classification

Number of Tickets by Agency

There were no requests the week of 7/18, 7/25, or 8/1

Inquiry Classifications

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DAC Tickets and Classification

Number of Tickets by Agency

	DAC
07/18/2015	1

There were no requests the week of 7/25, 8/1, or 8/8

Inquiry Classifications

Balance Inquiry: 1

HCF Tickets and Classification

Number of Tickets by Agency

	HCF
07/18/2015	2
07/25/2015	4
08/01/2015	1
08/08/2015	2

Inquiry Classifications

Balance Inquiry	Delegations	HR/CMS Data Setup & Badges	HR/CMS Password Resets
1	1	1	6

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OSC Tickets and Classification

Number of Tickets by Agency

	OSC
■ 07/18/2015	1
■ 07/25/2015	6
■ 08/01/2015	5
■ 08/08/2015	5

Inquiry Classifications

Direct Deposit	Employee Personal Data	HR/CMS Password Resets	Overtime	Payable Time Approvals	Reg Time	Reported Time Approvals	Time Off
1	1	10	1	1	1	1	1

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SDA Tickets and Classification

Number of Tickets by Agency

	SDA
07/18/2015	1
08/08/2015	1

There were no requests the week of 7/25 or 8/1

Inquiry Classifications

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